

Case Number: _____

**Georgia Senior Legal Hotline
Consumer Survey**

The mission of the Georgia Senior Legal Hotline is to provide brief, accurate legal advice and referrals to older Georgians and their families with a focus on those who are socially or economically vulnerable. Our goals are to increase access to services and to aid seniors in remaining self-sufficient.

Please take a minute and tell us about your experience with the Georgia Senior Legal Hotline.

1. Date Case Closed (from call sheet) _____
2. Date of Client Satisfaction Interview (from call sheet) _____
3. Problem Code (from call sheet) _____
4. How many calls to the hotline did it take to get assistance on this matter?
☐ first call
☐ second or third call
5. Did the hotline attorney return your call
☐ that day
☐ next business day
☐ more than 3 days later?
6. The attorney who returned your call was: (check one box)
(Courteous) ☐ 5 ☐ 4 ☐ 3 ☐ 2 ☐ 1 (Discourteous)
7. The information or assistance provided was:
(Very helpful) ☐ 5 ☐ 4 ☐ 3 ☐ 2 ☐ 1 (No help at all)
8. Were you satisfied with the services provided by the Hotline?
(Very satisfied) ☐ 5 ☐ 4 ☐ 3 ☐ 2 ☐ 1 (very dissatisfied)
9. Who was the staff member who handled the case (from call sheet)?
Staff Number _____ or
Staff Name _____

10. Did your case involve a referral to the private bar for more in depth assistance?

Yes, hotline provided referrals ☐

No, no referrals were necessary ☐

11. Were you advised to take any action on your own by the Hotline attorney in order to resolve your case or question?

☐ yes

☐ no

12. If you were advised to do anything following the call, did you take the action?

☐ yes

☐ no

13. If you did not take additional steps, why?

☐ N/A

☐ Illness prevented

☐ Client did not understand needed action

☐ No money to pay lawyer

☐ Transportation problems

☐ I thought attorney would handle and that I did not need to do anything else

☐ Other

Additional Comments about the Georgia Senior Legal Hotline

Thank you for taking the time to respond. We value your input. If you have requested that follow up action be taken by Hotline staff, you will hear back by telephone or letter.